

NIH Help Desk Monthly Summary Report

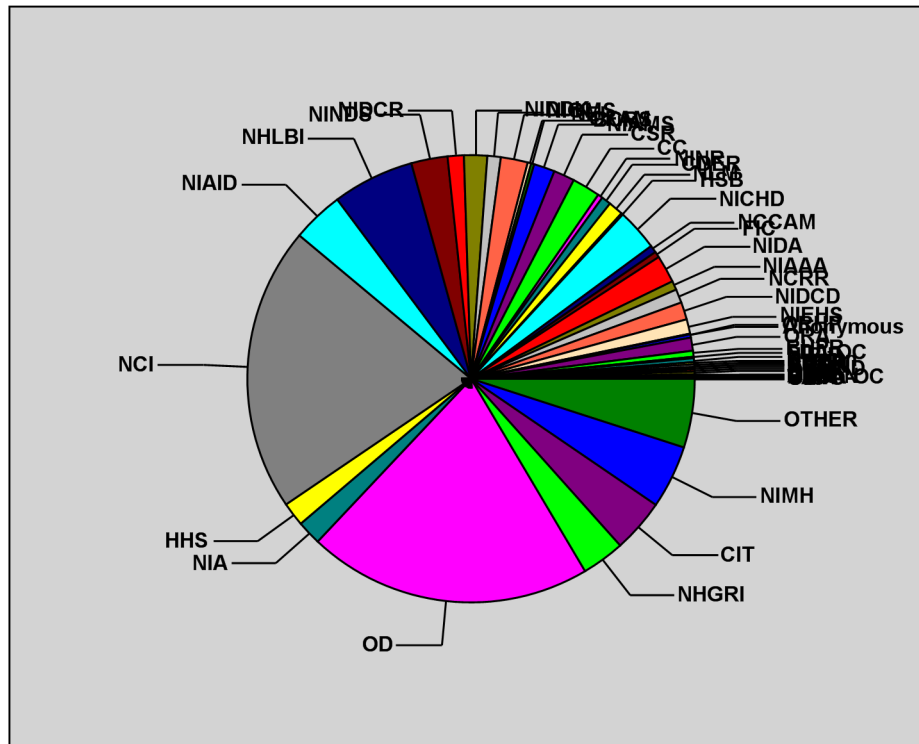
For the period: Monday, September 01, 2008 12:00:00 AM to Tuesday, September 30, 2008 11:59:59 PM

Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.



Snapshot Date: 10/1/2008 6:46:10 AM

Tickets by IC



Anonymous	0.23 %
AoA	0.01 %
AUX	0.00 %
BCRS	0.22 %
BHPR	0.43 %
CBER	0.18 %
CC	2.03 %
CDER	0.69 %
CDRH	0.13 %
CFSAN	0.06 %
CIT	3.86 %
CQ	0.03 %
CSR	1.52 %
CVM	0.06 %
FDA-OC	0.10 %
FIC	0.43 %
HHS	1.72 %
HRSA-OC	0.00 %
HSB	0.13 %
NCCAM	0.52 %
NCI	20.57 %
NCMHD	0.15 %
NCRR	0.98 %
NCTR	0.04 %
NEI	1.95 %
NHGRI	3.10 %
NHLBI	5.90 %

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NIA	1.76 %
NIAAA	0.65 %
NIAID	3.72 %
NIAMS	1.52 %
NIBIB	0.28 %
NICHD	3.02 %
NIDA	1.98 %
NIDCD	1.26 %
NIDCR	1.17 %
NIDDK	1.67 %
NIEHS	1.04 %
NIGMS	0.97 %
NIMH	4.56 %
NINDS	2.62 %
NINR	0.36 %
NLM	1.07 %
OD	20.53 %
OFAM	0.25 %
OFM	0.19 %
OFPO	0.01 %
OHIT	0.01 %
OIHA	0.01 %
OIM	0.01 %
OL	0.01 %
OM	0.02 %
OMH	0.01 %
OPE	0.02 %
OPR	0.07 %
ORA	0.95 %

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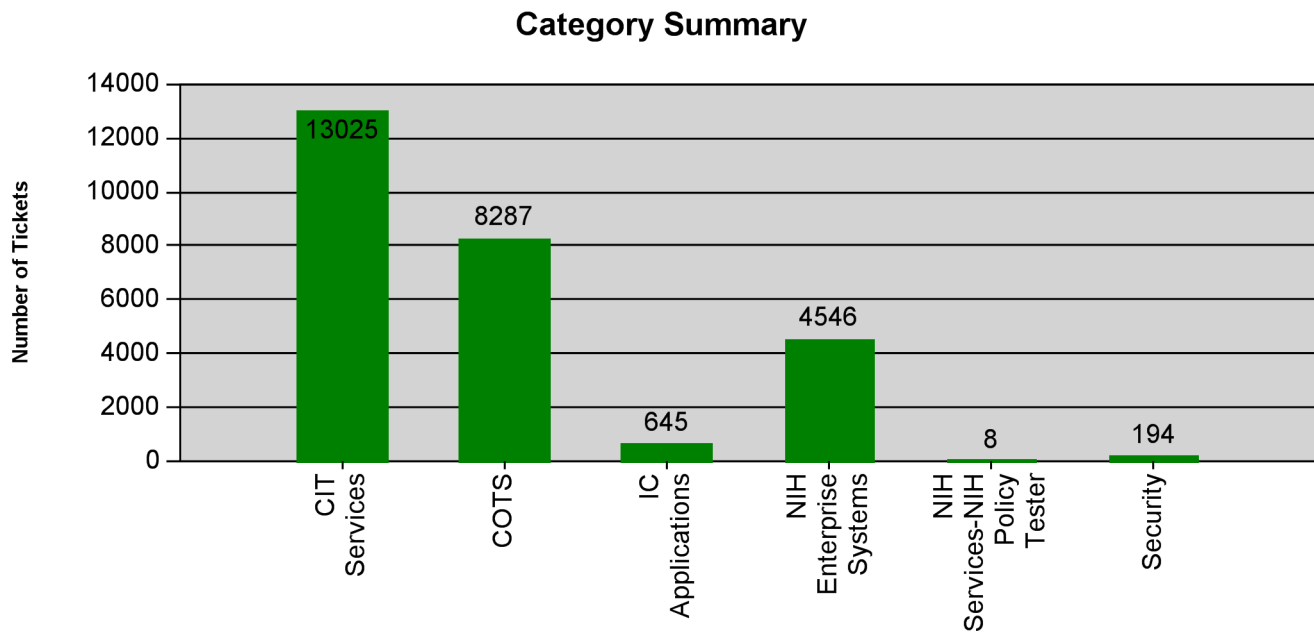
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ORHP	0.06 %
OT	0.00 %
OTHER	4.97 %
Region	0.16 %
VA	0.00 %



Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.

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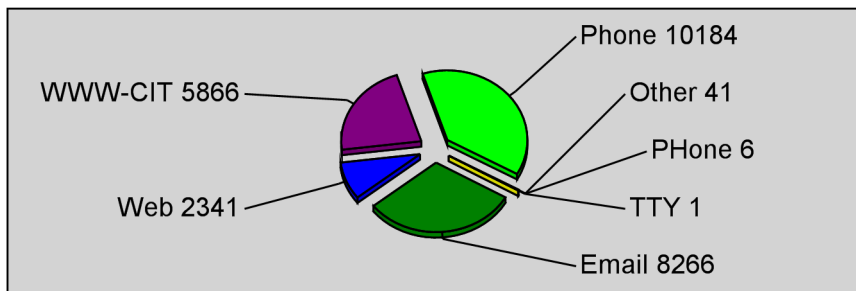
[Tickets by Category Summary](#), [Source Summary](#), [Tickets Closed and Unresolved](#).



Snapshot Date: 10/1/2008 6:46:10 AM

Total Tickets: 26705

Ticket Sources

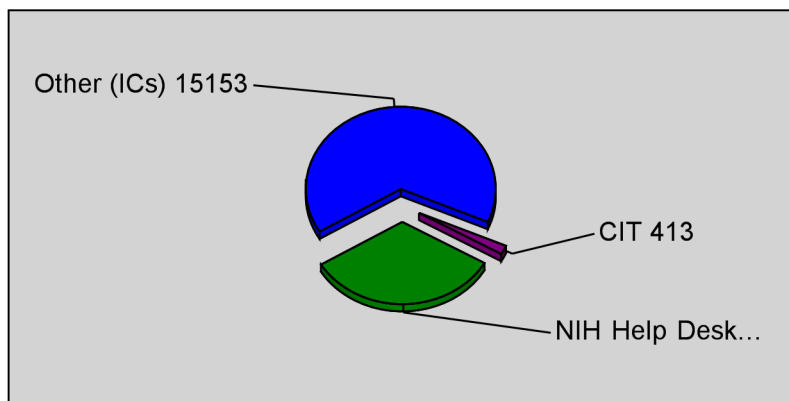


Email	30.95 %
Other	0.15 %
Phone	38.16 %
TTY	0.00 %
Web	8.77 %
WWW-CIT	21.97 %
Total:	100.00 %

Total Tickets Closed: 23230

*Note - includes closed no response

Tickets Closed



CIT	413	1.78 %
NIH Help Desk	7664	32.99 %
Other (ICs)	15153	65.23 %
Total:	23230	100.00 %

Total Tickets Unresolved: 3475

Note:

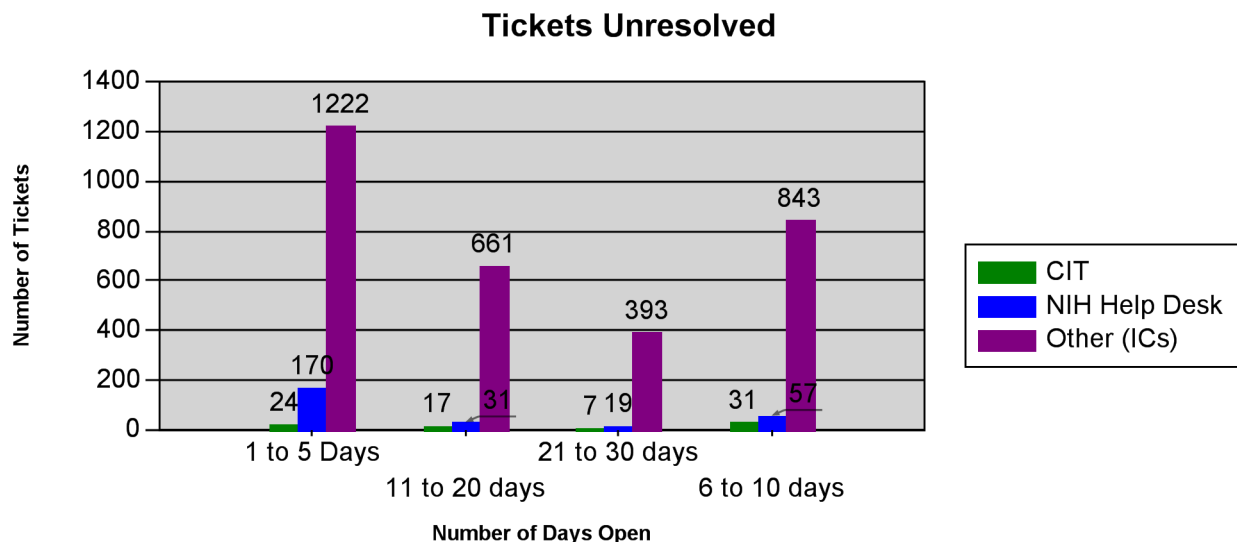
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Tickets assigned to the NIH Help Desk, other CIT divisions and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.

Detailed Breakdown of Category Summary

CIT Services		13025
Accounts		5616
ASR		3
Back Office Support		1652
CIT Categories		207
CIT Categories Aspect		4
CIT Categories Knova		3
CIT Categories Remedy		45
CIT Categories-Aspect		1
CIT Categories-General Information		2
Conference Room Support-Equipment Setup		238
Conference Room Support-Monitor Conference		3
Conference Room Support-Reserve		36
Connectivity		519

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DCS 7x24	1
Email	1959
General Information	1036
Hardware-Phones	7
Helix Support	25
iSDP/Software Distribution	8
NIH Cabling Infrastructure-Cabling	1
NIH Cabling Infrastructure-IGDB Support	1
NIH Data Center	1
NIHnet	246
OS/390	25
Pubs	1
Telecommunications	277
Training	61
Unix Support	11
Video	93
Wireless Services	943

COTS	8287
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Application Support	3160
Hardware	5127

IC Applications	645
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CC Clinical Applications	47
CC Clinical Applications-ATV	6
CC Technical Operations	37
CC Technical Operations-Telecommunications	1
E-Grants	2
Local LAN	278
NIAMS	1
OIT Categories	4

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Web Site Issue (non-CIT)	269
NIH Enterprise Systems	4546
ADB	352
Capital HR Change Management	1
Capital HR Func App Suppt	6
Capital HR Reporting	1
Capital HR Security	11
Capital HR Technical	1
eRA-COMMONS	545
eRA-DB	65
eRA-External	256
eRA-Grants Management	30
eRA-IMPAC II	121
eRA-Infrastructure	15
eRA-Referral and Review	22
eRA-Reporting	25
eRA-Software BA	13
eRA-Training	2
GovTrip User Call	21
ITAS	716
NBS Break/Fix	3
NBS Enhancement	3
NBS Int. Des/Dev	1
NBS-NAppMan	1
NBS-Sandbox	22
NBS-User Call	1864
NED	151
NIDB Ann/Reports	2
NIH Data Warehouse	65

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NIH Services	138
NVision	93
NIH Services-NIH Policy Tester	8
NIH Services-NIH Policy Tester	8
Security	194
Anti Virus SW	17
Security	177
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Grand Total:	26705